

	APOLLO HOSPITALS, SECUNDERABAD	HRM- 08
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	POLICY ON GRIEVANCE REDRESSAL	Date:06-01-2017
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PREPARED BY: V.P-HR		APPROVED BY: Chief Executive Officer

## 1.0 PURPOSE

- ▶ The purpose of this policy is to resolve employee grievances in a timely and confidential manner.
- ▶ To address and resolve grievance related to Sexual Harassment of employees.

## 2.0 SCOPE

All employees of Apollo Hospitals, Secunderbad


## 3.0 POLICY STATEMENT

Apollo Hospitals, Secunderabad aims to foster good relations amongst employees and between employees and management. It is acknowledged that the staff performance at work depends on his/her satisfaction and how well they relate to their colleagues and customers. Problems can arise at work that may sometimes cause the employees to feel aggrieved. These problems can arise from the behaviour or decisions of management or other employees.

## 4.0 DEFINITION

- ▶ A grievance can be about anything done, or not done, by management or another employee or employees, which is felt as unfair or unjust.
- ▶ A grievance can also be about discrimination, harassment, or any other employment related decision or behaviour which an employee can think as unfair, unjust or upsetting.

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QUALITY DEPARTMENT**

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- ▶ This grievance handling policy gives guidelines about what an employee has to do if he has a grievance and what will happen in case of a formal complaint


#### 4.1 GRIEVANCE REDRESSAL

Any grievance brought forward will be treated with the utmost confidentiality and will be handled within the next thirty days. However if the nature of grievance calls for immediate attention, the same will be acted upon within 24 hours. It is important to maintain confidentiality in order to avoid idle gossip and the possibility of defamation proceedings.

Grievance can be communicated orally or by a formal written complaint, the same will be forwarded to grievance redressal committee. All persons involved in the complaint will have an opportunity to tell their views. It means that the complainant, the person complained about, and any witnesses can be interviewed. Again, confidentiality will be assured. No decision will be made until the investigation is complete.

#### STEPS ADOPTED

- Speak to the person causing the problem. While this may not be appropriate in many cases, it may be the easiest way of resolving the issue. The concerned person may be told that his behaviour, decision, actions, etc was unfair, offensive, discriminatory etc, and why it is believed to be so. The person may be totally unaware of the effect of his behaviour or decision
- Speak to the superior.

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- Any written complaint should contain a description of the incident(s), decision, behaviour in question, the time and date of the incident(s) etc, the names of any witnesses, signature; and date of the complaint.

## INVESTIGATION

All grievances will be investigated by the Grievance Redressal Committee.

Equal opportunity will be given to substantiate evidence.

If the complaint is substantiated, appropriate action will be taken based on organisation policy / standing orders in force. If the complaint is unsubstantiated, appropriate explanation will be given to the complainant.

If the complaint is found to have been completely fabricated, appropriate action will be taken against the complainant. The employee can make an appeal to the employer if he is not satisfied with the decision of the committee. The employer should resolve this within 30 days.

If the grievance is related to Sexual Harassment, then it will be addressed and resolved by additional members apart from Grievance Redressal committee members.